

Search Standards By User

Source: SSPR

Cycle: Student Services Program Review 2016-17

User Name: Lead Staff, Assessment, Orientation & Registration

Response Types: All Responses Types

1 Executive Summary

0 Executive Summary

Summarize your program's strengths, opportunities, challenges, and action plans. This information may be presented to the Board of Trustees. [200 Word Limit]

Response Detail

No Response Information to Display

Narrative

PROGRAM REVIEW SELF-STUDY ORIENTATION, ASSESSMENT & REGISTRATION

Lead Contact Person: Ruth Miller

Team Members: Jeanne Stalker, Loretta Davis Rascon, Yesenia Haro, Vivien Huynh and Stephen Soler

EXECUTIVE SUMMARY

The Cañada College Welcome Center, Orientation and Assessment/Placement Services and Admission & Records have developed and implemented a program, making the admissions process welcoming, understandable and seamless as the first step in ensuring that each student begins the Student Success & Support Program process by setting educational and/or career goals.

Our program continues to strive for excellence and we are continually complimented on the extra ordinary service provided.

Suggested Follow Ups

Date	Suggested Follow Up
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No Suggested Follow Ups to Display

2 Program Context

1 Mission

How does your program align with the college's mission? If your program has a mission statement, include it here.

Response Detail

No Response Information to Display

Narrative

The Welcome Center, Orientation, Assessment/Placement and Registration Programs provides the gateway to each student's participation of the Cañada College SSSP services. The process provides personal support and information to our diverse population of students as they begin their journey towards their educational goals of transfer, career/technical, basic skills development and/or lifelong learning.

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2 Program Description

Program Description

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No Response Information to Display

Narrative

The Welcome Center, Orientation and Assessment Services and the Registration Program clearly and concisely communicates the SSSP process and procedures. The Program includes college application, orientation, assessment/placement by computerized testing or multiple measures, academic counseling, and class registration. We provide hands-on computer and website resource support for students. Our annual student contacts are:

Students Served for Calendar Year 2016

Counseling Appointments

30-Minute Appointments and Drop Ins

Scheduled and Checked in at the Welcome Center

11,854

Orientation Students 1,298

Assessment/Placement Students 3,139

Students Registered at CENSUS for Spring 2016 7,092

Students Registered at CENSUS for Summer 2016 3,315

Students Registered at CENSUS for Fall 2016 6,891

The Welcome Center, Orientation and Assessment/Placement Services and the Registration Program provides the core elements of the SSSP as shown in the chart below.

Suggested Follow Ups

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No Suggested Follow Ups to Display

3 Community and Labor Needs

Describe how changes in community needs, employment needs, technology, licensing, or accreditation affect your program.

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No Response Information to Display

Narrative

NOT APPLICABLE

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3	Looking Back
4	Major Accomplishments

Describe major accomplishments.

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No Response Information to Display

Narrative

Orientation and Assessment staff implemented the following:

Developed and created a new on-line Orientation for students unable to attend an in-person orientation. Continued to offer a streamlined New Student Orientation presentation with a continued high satisfaction rate of 99%

Continued to direct all students registering for Orientation/Assessment to the Assessment Preparation resources on our Cañada College Assessment website, and trained Outreach Campus Ambassadors in showing new, first-time college students where to access the Assessment Preparation resources.

Continued to recruit students placing in below college level English and Math for our Word and Math Jams.

Continued proactive support for students by providing a consistent weekly schedule for New Student Orientations including Tuesday Evening, Saturday, and Spanish Orientations to better serve working and Spanish speaking students (HSI). Each student is called the day before to confirm attendance and/or reschedule.

Supported SSSP by creating and presenting a hands-on training at the computer to teach how to use college online resources vital to student success:

Website information

WebSMART

WebSCHEDULE

WebACCESS

MY.SMCCD.EDU

Continued to use the step-by-step Registration Ticket to streamline registration

Continued to improve the New Student Handbook with step-by-step instructions on using Online Resources, required to be able to register for classes and access information about SSSP Programs. The size of the handbook was enlarged to be more user friendly

Continued to offer Campus Tours to better acclimate students to the Cañada College campus and trained ASSC students to support tours during PEP

Recruited Math Jam and Word Jam participants after each Basic Skills Level Math and English class placement and during the New Student Orientation presentation

Continued to provide annual Math Jam and Word Jam Class Placement Reports of all participants to the Jam Coordinators

Supported Student Success College Tour Field Trips sponsored by Transfer, EOPS and TRIO by providing easy access to the program registration and data to follow up with students to ensure attendance after initial registration

Updated the main college phone directory

Was a pilot college for Multiple Measures, MMAP. Served approximately 700 students

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5 Impact of Resource Allocations

Describe the impact to date that each new resource (staff, non-instructional assignment, equipment, facilities, research, funding) has had on your program/department/office and measures of student success or client satisfaction.

Response Detail

No Response Information to Display

Narrative

NOT APPLICABLE

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4 Current State of the Program

6.A. State of the Program - Observation

Describe the current state of the program (include strengths and challenges).

Response Detail

No Response Information to Display

Narrative

Strengths:

Efficient, comprehensive and concise Orientation presentation format
Informative New Student Handbook with a directory of SSSP

Face-to-face support at the Welcome Center and at the lobby computers for all aspects of the application, orientation, assessment, class registration, fee payment, financial aid, and scheduling of Counseling appointment for initial and comprehensive SEP

Experienced, knowledgeable and resourceful staff

Hired new full time OAll to support Orientation, Assessment/Placement and Welcome Center

Removed barriers through multiple measures allowing placement into college level coursework using high school transcripts, GPA and course grades as criteria

Participated in the Proactive Registration event for basic skills students. Below is the data for the most recent Proactive Registration event:

Courses that attended Proactive Registration

Sections of Math 11 # of Students in Math 299

Sections of English 8 # of Students in English 179

Sections of ESL 7 # of Students in ESL 203

Sections of Reading 1 # of Students in Reading 25

Total Count 706

Total students (unduplicated) 631

SARS DATA (came to event, based on SARS data)

Basic Skills Students 352 56%

ESL or Other Students 141

of Students Served 493

B Skills did not attend PR 279 44%

This data is only for the 352 students that attended AND are in a Basic Skills course that participated in the Proactive Registration event.

Student enrollment before Proactive Registration (out of 352)

of students registered 176 50%

of total units 1,833.00

Student enrollment after Proactive Registration (out of 352)

of students registered 311 88%

of total units 2,875.50

Increased by: 38%

1,042.50

NEW

Student enrollment: Spring 2017 as of Jan 18, 2017

of students registered 335 95.17%

of total units 2,928.00

Increased by: 45%

1,095.00

NEW

This following data is only for the 279 students that did NOT attend AND are in a Basic Skills course that participated in the Proactive Registration event.

Student enrollment before Proactive Registration (out of 279)

of students registered 137 49%

Student enrollment: Spring 2017 as of Jan 18, 2017

of students registered 198 71%

Increased by: 22%

Opportunities:

Once our retention specialist position is filled our plan is to continue to increase intrusive student follow-up through counseling services. Staff will contact each student to set up a second 30-minute appointment with a counselor to create a comprehensive student education plan with referral to appropriate campus SSSP services

Challenges:

Students completing required actions to attend Orientation, Assessment, and Counseling appointments, and completing class registration in a timely manner to ensure availability of the classes on their SEP

To increase the number of students that take advantage of their priority registration

Due to the delay of the Common Assessment Initiative and the sunset of Compass, Cañada College had to develop and implement various placement methods in a short period of time

Accomplishments:

Cañada developed and implemented new assessment/placement options. IE: MMAP, Guided Self Placement, Self Guided Placement and Accuplacer and ALEKSPPL computerized testing instruments

Increased follow up with first-time college students to ensure they return for their second counseling appointment to declare their major/career goal and create their comprehensive long-term, multi-semester SEP

Revised resource presentation from PowerPoint presentation to an interactive hands-on demonstration of the Website, WebSMART, WebACCESS, Canvas and WebSCHEDULE in addition to the set-up of each student's my.smccd.edu email account

Provided an explanation to each student completing the Math, English and/or ESL assessment/placement test about their Cañada College class placement, explaining which classes are remedial, basic skills level, college-level and/or transferrable to a four-year college. This follows each assessment session including all math and word jams

Provided additional Middle College only testing sessions on Saturdays through February and March

Staff provided excellent customer via phone, in-person and email to approximately 20,000 student contacts

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6.B. State of the Program - Evaluation

What changes could be implemented to improve your program?

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No Response Information to Display

Narrative

Offer additional PEP sessions for Sequoia Union High School District.

Offer in-person orientation presentations to students at Half Moon Bay, Pescadero, EPAA and Redwood high schools to provide easier access

Offer on-line orientation in addition to in-person orientation sessions throughout the registration periods which include evenings and weekends allowing for easier access for students

Continue to remind students to register for Summer and/or Fall classes in the Summer/Fall 2017 New Student Orientation

Developed a process for MMAP to notify counselors and students of placement results: After reviewing transcripts which

accompanied each Alternate Placement form, reason codes were entered into SARS along with a message stating each student's placement, a placement code for English and/or Math was entered into BANNER allowing registration to take place.

Students were notified of their results of the outcome either in person, by email or phone call

Develop pilot program for the fourth tier of CBET students. The pilot program targets students transitioning to the main campus by providing an orientation and an overview of services available

Have reached out to the Entrepreneur Club "Snack Attack Cart" to be available during evening and weekend sessions

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7.A. Current SAOs and SLOs

State your current year Service Area Outcomes (SAOs) and Student Learning Outcomes (SLOs).

Response Detail

No Response Information to Display

Narrative

SAO's 2015-16

1) Enhance student satisfaction of the Cañada College Orientation, Assessment and Registration Program after attending the Orientation session.

2) Increase Non-Exempt New Student Registration from 55% to 60% (This SAO was based on the pipeline data which will not be available for summer/fall 16 until March of 17)

SLO's 2015-16

1) Students will improve their knowledge of SSSP campus and online resources, showing improvement from the New Student Orientation Pre-Survey to the New Student Orientation Post-Survey by a 10% increase in knowledge

2) Students will understand that they are able to register for Summer and/or Fall classes following the Summer and/or Fall New Student Orientation

Suggested Follow Ups

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No Suggested Follow Ups to Display

7.B. SAO Assessment Plan

Describe your program's SAO Assessment Plan.

Response Detail

No Response Information to Display

Narrative

SAO ASSESSMENT:

1) At the end of each Orientation students complete a New Student Orientation Satisfaction Survey. Suggestions are collected from the survey and are implemented for future orientations.

2) Send follow up letter periodically to remind students to register for Summer and/or Fall classes after initial non-exempt welcome letter.

Suggested Follow Ups

Date	Suggested Follow Up
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No Suggested Follow Ups to Display

7.C. SAO Assessment Results and Impact

Summarize the findings of your program's SAO Assessments. What are some improvements that have been, or can be, implemented as a result of SAO Assessment?

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Response Detail

No Response Information to Display

Narrative

1) From the sampled selection of students who completed the satisfaction survey 99% of the students responded positively.

2) From the sampled selection of students who completed orientation, assesment and counseling, 94% of the students registered for either Summer and/or Fall classes.

Below are some improvements that have been, or can be, implemented as a result of SAO Assessment:

We hired a full time Office Assistant in July 2016 to assist with Orientation, Assessment and to back up the Welcome Center.

This position assists with all areas of the SSSP

We've installed a 3rd computer work station at the Welcome Center which provides more efficiency when serving students, staff, faculty and the general public

We continue to revise our Welcome Letters to all incoming students to encourage their early registration

?We will continue to send out reminder emails to students that have applied, but not registered

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7.D. SLO Assessment Plan

Describe your program's SLO Assessment Plan.

Response Detail

No Response Information to Display

Narrative

1) Staff administers a pre and post-survey to measure the New Student Orientation attendees' increase of knowledge in the following areas:

PRE-SURVEY

2) Information regarding summer/fall registration is now part of the in-person orientation. Question #5 has been added to the Pre-Survey asking students if they are able to register for both Summer and/or Fall classes after they receive their initial registration appointment.

Suggested Follow Ups

Date	Suggested Follow Up
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No Suggested Follow Ups to Display

7.E. SLO Assessment Results and Impact

Summarize the findings of your program's SLO Assessments. What are some improvements that have been, or can be, implemented as a result of SLO Assessment?

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Response Detail

No Response Information to Display

Narrative

RESULTS FOR BOTH SLO's

Below are some improvements that have been, or can be, implemented as a result of SLO:

Continue to use the suggestions from students to enhance the in-person and on-line orientations

Continue to revise the in-person and on-line orientations as services and technology change

Continue to use question #5 on the Pre-Survey "After I receive my date to register I can register for both Summer and/or Fall classes"

Suggested Follow Ups

Date	Suggested Follow Up
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No Suggested Follow Ups to Display

5 Looking Ahead

7.F. SAOs and SLOs for the Next Review Cycle

State your SAOs and SLOs for the next review cycle. Describe how you will you address identified opportunities for improvement.

Response Detail

No Response Information to Display

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8 Personnel Projections

Describe your recent history requesting new staff positions. List the current and near-future new or replacement staff positions that you anticipate requesting. Identify the term or year in which you anticipate submitting the staffing request. If none are anticipated, please write "not applicable". (List only; no justification needed here.)

Response Detail

No Response Information to Display

Narrative

There is no Narrative Entered.

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9 Program Improvement Initiatives

How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review? What research or training will you need to accomplish these plans? What supplies, equipment, or facilities improvements do you need? Construct Planning Objectives (through the Associated Planning Objectives field below) that you intend to accomplish over the upcoming two-years. Be sure to add Action Plans and Resource Requests that will be needed in order to achieve your objectives.

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Personnel:

NOT APPLICABLE

Non-Instructional Equipment:

Item name	New/Repair/Replacement	Vendor	Catalog number	Unit Price	# Needed	Justification	Contact
Assessment Partition Dividers							

Overhead Projector for

9-110

Microfische Reader/Printer

Additional space needed to accommodate the requested equipment?

NO

Information Technology:

NOT APPLICABLE

Facilities:

NOT APPLICABLE

Professional Development requests for next year:

Annual Accuplacer Conference

Participation in California Community College Chancellor's Office Assessment Task Force

CACCRAO Conference

Provided a broad overview and specific details regarding the administration of the California Community College Registrar and Admissions Office

WAVES Conference

CCCAA – California Community College Assessment Director's Group

Research:

Assistance from our Research Office to collect most important data to show the effectiveness of our programs.

Funding:

PEP our Priority Enrollment Program, which is our main outreach event for our local feeder high schools, is a shared activity between Outreach and Orientation/Assessment. Given the fact that for several years Financial Aid has provided funding for food and now are no longer able to do so, we are requesting \$2,000.00 to provide either a lunch or dinner including a beverage for the students who are on our campus completing the SSSP components.

The Admissions and Records Office is in need of funding (\$10,000) for "hourly" for the registration period, 1 week before the beginning of term through 1 week after the late registration period, to better assist the students. This is a high peak period, and having "hourly" would assist the office, with backing-up counter and phones, and other projects. During the high-peak period, the office staff have urgent deadlines, such as official transcript/ IGETC/CSU certifications, different petitions related to registration, graduation evaluations, final grade issues, which makes it difficult to keep on schedule when it's so busy. The Admissions and Records has always had "hourly", but during the "fiscal down-times", the funds were cut back, and eventually removed all together. Our sister schools, CSM and Skyline have always had "hourly" during the registration period. In addition, having "hourly" also reduces the "overtime" given during this time to assure students are helped in a timely manner.

Suggested Follow Ups

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No Suggested Follow Ups to Display